



SUFFOLK COUNTY DEPARTMENT OF LABOR, LICENSING & CONSUMER AFFAIRS

P.O. Box 6100, Hauppauge, NY 11788-0099 (631) 853-4600 FAX (631) 853-4825

COMPLAINT FORM INSTRUCTIONS

PLEASE BE SURE TO COMPLETE EACH AND EVERY SECTION OF THE COMPLAINT FORM INCLUDING: DATES, ADDRESSES, CONTACT INFORMATION, RESOLUTION REQUESTED, PRIOR CONTACTS AND SIGNATURE AND INCLUDE ANY ATTACHMENTS AS DESCRIBED BELOW.

To expedite investigation of a complaint, **ALL OF THE FOLLOWING DOCUMENTATION (Copies of Original Items) MUST BE ATTACHED:**

- **CONTRACT (ALL PAGES, FRONT AND BACK)** – Any written agreement signed by both the vendor and the consumer constitutes a contract. An estimate signed by both parties also constitutes a contract. If there is no written agreement, please state so in the **NATURE OF COMPLAINT OR PROBLEM** section of the **COMPLAINT FORM**.
- **METHOD OF PAYMENT** – Include copies of **ALL CHECKS, FRONT AND BACK**. If payment was made by credit card or cash, please indicate so in the **NATURE OF COMPLAINT** section of the **COMPLAINT FORM**.
- **CHANGE ORDERS** – Please include any documents that were prepared after an agreement on the scope of work was reached by signed contract or estimate, including **ANY AND ALL ADDITIONAL LABOR AND MATERIALS**.
- **CORRESPONDENCE** – Copies of any correspondence between the vendor and the consumer regarding the contract, work, pricing, schedule of work, etc., including mail, e-mail, texts, letters, billing statements and warranty information/contracts, etc.
- **INVOICES, SIGNATURES AND OTHER RELATED INFORMATION** – Any documentation regarding the work to be performed, the materials to be used or the method of work that is not included in the items listed above.
- **RECEIPT(S)** and/or sales slips and invoices.